

South Dakota National Guard



Family Readiness Group Telephone Tree Handbook

Published: April 2007



State Family Program Office
1-800-658-3930

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INTRODUCTION

This handbook contains guidance, forms and examples to assist Family Readiness Groups (FRG) and units in the development and maintenance of their FRG telephone trees.

For questions or assistance call the State Family Program Staff at 1-800-658-3930.

This handbook and its forms can also be found online at <https://sdguard.ngb.army.mil>, and then click on Family Readiness, then Family Readiness Groups.

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Communication Process

Phone Trees

Timely and accurate information is imperative to keep families abreast of happenings within the unit in order to limit confusion and stress. Various types of calls are made to pass information to families depending on the situation. Calls are made through an organized system called the telephone tree.

Benefits of Phone Trees

This system enables callers to quickly and accurately disseminate information to families thereby limiting rumors and undo stress. Some other benefits of an effective FRG phone tree are: the tree enhances a sense of belonging and provides needed information, including news about upcoming FRG events and the unit's status. It also gives families a secure feeling that there is someone to talk to during family emergencies or someone that they can express their concerns to. A well run phone tree helps improve the quality of life and morale of the unit. Leaders – both military and volunteer – who know their service members and families develop a greater understanding of their needs and are better able to assist and support them. Moreover, when the service member witnesses a consistent level of support for their family, they are better able to focus on the mission.

Developing Your Telephone Tree

The telephone tree system is developed from service member family information sheets (SDNG Form 600-12-11R). In order to minimize calling time when the phone tree is activated, each service member will have only one contact on the phone tree. However additional family members can be added to email and newsletter rosters. Additionally, each family is encouraged to develop their own personal phone tree (see appendix of this handbook) so once an informational call is received they will have the numbers readily available to call and update other family members.

Phone trees can be built according to platoons/squads, divided up alphabetically or preferably established based on geographic location to minimize long distance calls. Also, if possible, limit 6 to 8 families per calling group depending on the unit's size.

It is imperative to get family's home, work and other alternate points of contact to include email addresses to ensure each family can be contacted. Also recommended, assignment of an alternate primary caller in the event the primary caller is not available when the tree is activated.

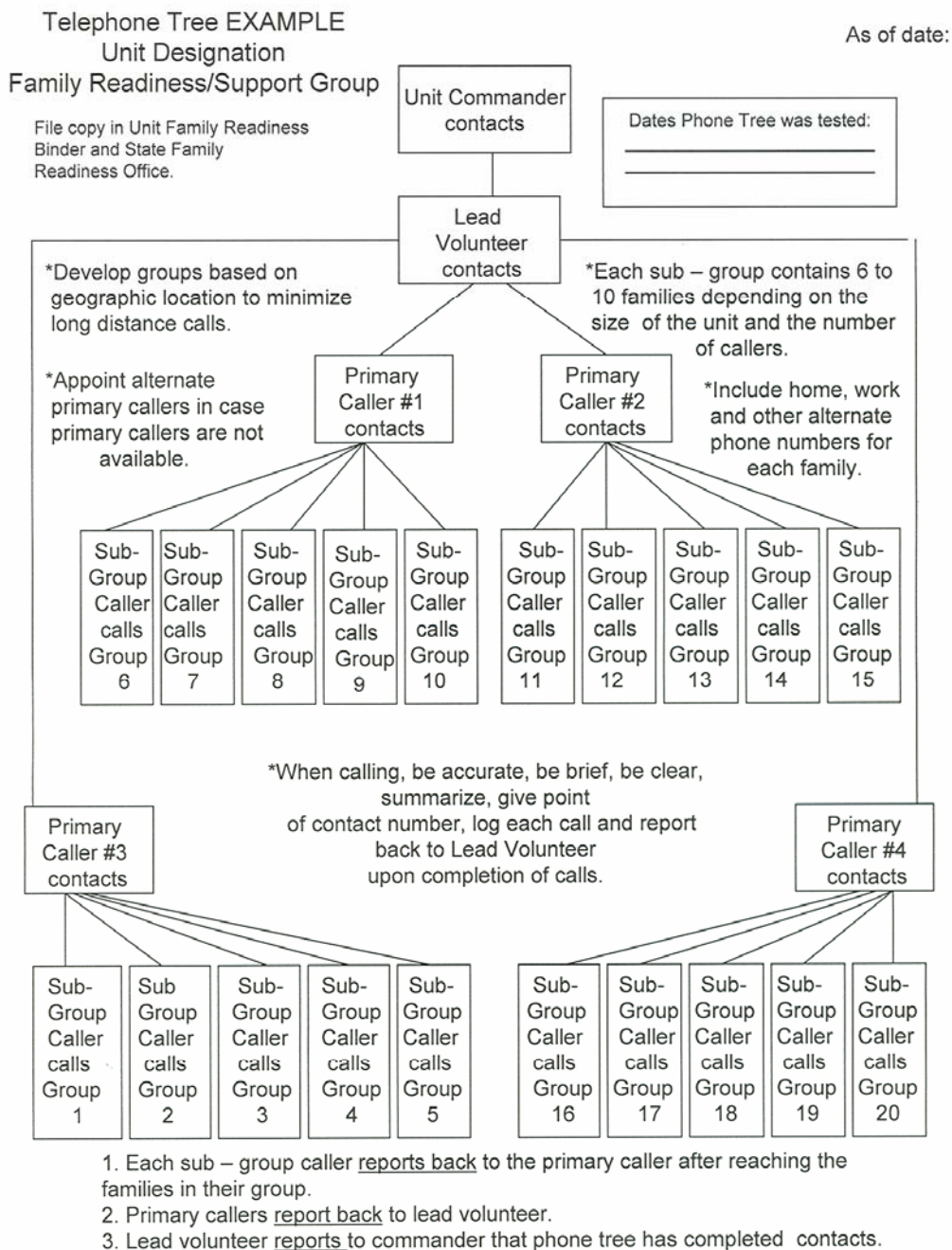
South Dakota National Guard Family Readiness Telephone Tree Handbook

Calling is initiated by the unit commander or lead volunteer when important information needs to be dispensed in an emergency or a routine change of unit events. However, in the case of a critical incident the State Family Readiness Office (SFRO) will be the only initiating authority to initiate the phone tree.

Additionally, an informal test of the telephone tree should be conducted periodically to ensure it is current; rehearsal provides confidence that the system works. To avoid personal cost, calling cards are available from the SFRO.

Once telephone trees are completed, file a copy at the unit in the Commander's Purple Binder and send a copy to the SFRO. The unit commander and Lead Volunteer have oversight responsibility for the telephone tree completion at the unit level and the SFRO has overall oversight responsibility for each unit within the state.

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Ensure Privacy and Confidentiality of Family Member Information.

As a rule, to protect families' personal data from unauthorized use, only a few key leaders should have a complete copy of the FRG membership roster or the phone tree. Social Security Numbers and other sensitive information should be omitted, too; careful control of all copies of the rosters must be exercised at all times. All leaders must ensure that FRG rosters and phone trees are not given to any third party. Obsolete copies must be collected and destroyed and when a caller or leader moves or leaves the job, copies must be turned in.

Types of Telephone Tree Calls.

The types of calls associated with the telephone tree system are:

- a. Phone Tree Calls
- b. We Care Calls
- c. Critical Incident Calls

We will define each type and discuss their differences in the following paragraphs.

Phone Tree Calls

Normally, phone tree calls are initiated by the unit commander or Lead Volunteer when information needs to be disseminated to families. This information can vary in nature, but usually when the phone tree is utilized time is a factor. Some examples of information would be a change in the unit's arrival time at home station or a change in meeting time for families for a unit family briefing.

Once the tree is initiated, the lead volunteer contacts the primary callers for each pre-established group. Then the primary callers contact the families in their group. Calling continues until all families are contacted. Upon completion of all calls the primary callers notify the unit's lead volunteer who then follows up with the commander if he/she initiated the system.

Tips for Phone Tree Calls

1. **Use a script.** Issued to each caller by the lead volunteer. Ensures every family receives the same information and keeps the caller focused.
2. **Be Brief.** (try to keep calls to 5 minutes) Remember you have information to quickly disseminate to the group.
3. **Be accurate.** Stick to the facts in the script, do not give your opinion and avoid "what if" questions.
4. **Be clear.**
5. **Summarize.** To recap information given in the script and to ensure it was understood.
6. **Ask** if they have any questions that pertain to the subject of the call.
7. **Give them a point of contact number (SFRO # 1-800-658-3930).** Should they have further questions or concerns.
8. **Keep a log of calls.** This ensures accurate follow up for families called is given when reporting back to the lead volunteer after the completion of calls.
9. **Ensure necessary follow up is completed.** To ensure any information or assistance that was requested by families during calls was addressed.

We Care Calls

We Care Calls are normally made during periods of **mobilization**, **however they could be done periodically during non mobilization to build rapport with unit families and to test the phone tree**. They focus on the well-being of families identifying concerns or problems that may require outside resources or follow up. Further, they ensure that each family is reached and regular contact with the FRG is maintained.

The calls may last longer than 5 minutes and are more relaxed than Phone Tree Calls. They don't necessarily require a script, but one may be used if there are some specific questions or information that the FRG wants to disseminate. Upon call completion, callers notify the Lead Volunteer to inform them of any problems or concerns that were identified.

We Care Calls are usually scheduled once a month (during mobilization) differing from Phone Tree Calls which are only initiated by the Commander, Lead Volunteer or SFRO whenever there is a need and are scripted.

Additionally, the telephone tree structure and callers can remain the same for each type of call (phone tree or We Care) or be changed as determined by the Family Readiness Group (FRG). If a different telephone tree structure or different callers are designated for each type of call, those phone trees should also be on file at the unit and SFRO.

Tips for We Care Calls

1. **Use a Script.** If one is required to disseminate specific questions or information by the FRG. Issued by the Lead Volunteer.
2. **Make the family member feel comfortable.** Build a rapport.
3. **Listen, Listen, Listen.**
4. **Be positive.**
5. **Keep a log of calls.** This ensures accurate follow up for families called is given when reporting back to the lead volunteer after the completion of calls.
6. **Have a list of resources available.** (If they have questions or concerns or need a referral, remember you are not a counselor)
7. **Give them a point of contact number (SFRO # 1-800-658-3930).** Should they have further questions or concerns.
8. **Summarize.** To recap information given (in script if used) and to ensure it was understood.
9. **Ensure necessary follow up is completed.** To ensure any information or assistance that was requested by families during calls was addressed.

Critical Incident Calls

Critical Incident calls are **only** made in the event of a death(s) or injury(ies) of (a) service member(s). The State Family Readiness Office (SFRO) has a team of designated callers who will make the calls to unit families once authorization has been received from the J1/DSCPER (State Personnel Office) upon verification that the immediate family(ies) has(ve) been notified.

The SFRO is the **only** initiating authority to activate the calls. Due to the sensitive nature and extreme seriousness of the message, it is imperative to use a script which will be issued from the SFRO. The script utilized will be approved by The Adjutant General (TAG) or their representative. Once approved, the SFRO is the **only** issuing authority for the script and the start time for calls which will be made by the designated calling team from the State Family Readiness Office.

The State Family Readiness Office requests that families **do not** speak to the media during the first hours after an incident or until the information has been officially released. This is requested to ensure the family's privacy and to respect their right to notify extended family and friends to ensure they do not hear or read about the incident before being personally contacted.

Phone Tree Callers

Phone tree callers should be reliable, good listeners, possess a positive attitude and must understand how to maintain confidentiality. They also must provide accurate information and keep accurate records of calls.

The phone tree is designed for communication and support. You are not a social worker or a welfare agency and please do not feel badly if you don't know or don't have the answer. There are many resources and helping agencies available for referral that will be able to provide the needed assistance. Confidentiality plays an important part in your position as a phone tree caller. When a family member tells you something, it is your obligation to maintain their privacy; only sharing their information with the FRG Lead Volunteer or Family Assistance Center to ensure their needs are met.

Tips for Callers

DO

- be pleasant when you call
- be friendly and tactful in guiding callers to successful resolution of their own problems
- follow up when necessary
- try more than once to call a family if there is no answer the first time
- refer

DO NOT

- take it personally if a caller is rude or obnoxious
- feel guilty if you are unable to help them, do your best, refer them
- go beyond your own limits in providing assistance
- gossip, maintain confidentiality and privacy

JOB DESCRIPTION
SOUTH DAKOTA NATIONAL GUARD
FAMILY READINESS PROGRAM
-PHONE TREE CALLER-
(Volunteer Position)
Revised: 04/2007

I. **Introduction.** A phone tree caller is a statutory volunteer serving in an official capacity in direct support of the National Guard Family Program. The following is provided as guidance to aid you in serving as a phone tree caller for your unit's Family Readiness Group. The Family Readiness Group's Phone Tree is a system which enables callers to quickly and accurately disseminate information to families thereby limiting rumors and undo stress. For further guidance/direction refer to the Family Readiness Phone Tree Handbook which can be found on the website <https://sdguard.ngb.army.mil>, then the Family Readiness link, then Family Readiness Groups or contact the State Family Readiness Office at 1-800-658-3930 // familyprogram@sd.ngb.army.mil.

II. **Major Responsibilities.**

A. Signs South Dakota National Guard Family Program Volunteer Agreement (SDNG Form 600-12-1R). Original is filed at the State Family Program office and a copy at the unit.

B. Reads Phone Tree Handbook prior to making calls to unit families.

C. Secures calling card from the lead volunteer to cover calling expenses prior to calling families.

D. Calls families on their assigned portion of the phone tree to pass important information. Does this by using a script provided by the FRG lead volunteer who is usually the Phone Tree chairperson.

E. Keeps a log of calls received and calls made and their results.

F. Directs those families who have questions or concerns to appropriate resources or to the State Family Assistance Center at 1-800-658-3930.

G. Reports any problems, concerns or questions from family members to the Phone Tree Chairperson/FRG Lead Volunteer.

H. Checks to ensure necessary follow up is completed for those families requesting information or requiring assistance.

I. Maintains confidentiality, discourages gossip, and dispels rumors.

J. Makes "We Care" calls as scheduled, determined by the Family Readiness Group. "We Care" Calls are normally made during deployments to check on families.

K. Makes updates to their portion of the phone tree when families have changes and informs Phone Tree Chairperson/FRG Lead Volunteer of those changes.

L. Welcomes new families assigned to their portion of the phone tree group.

PHONE TREE CALLER JOB DESCRIPTION Continued:

III. Time Required.

Depending on the number of callers assigned to your portion of the phone tree group. Normally 30 minutes to 1 hour each time the phone tree is activated.

IV. Chain of Command/Concern. Phone Tree Chairperson/FRG Lead Volunteer, Unit Commander, State Family Readiness Office

V. Qualification Sought.

- A. Good telephone / communication skills.
- B. Concern and empathy for others; calm under stress
- C. Positive attitude
- D. Maintains confidentiality and privacy
- E. Knowledge of the Family Readiness Program and the unit structure
- F. Believe in and supports the Family Readiness Program

VI. Recommended Training.

- A. Past experience
- B. Read Phone Tree Handbook
- C. Crisis Intervention Class

JOB DESCRIPTION
SOUTH DAKOTA NATIONAL GUARD
FAMILY READINESS PROGRAM
-PHONE TREE CHAIR PERSON-
(Volunteer Position)
Revised: 04/2007

I. **Introduction.** The phone tree chair person is usually, but not always the Family Readiness Group Lead Volunteer and is a statutory volunteer serving in an official capacity in direct support of the National Guard Family Program. The following is provided as guidance to aid you in serving as the phone tree chair person for your unit's Family Readiness Group. The Family Readiness Group's Phone Tree is a system which enables callers to quickly and accurately disseminate information to families thereby limiting rumors and undo stress. For further guidance/direction refer to the Family Readiness Phone Tree Handbook which can be found on the website <https://sdguard.ngb.army.mil>, then the Family Readiness link, then Family Readiness Groups or contact the State Family Readiness Office at 1-800-658-3930 // familyprogram@sd.ngb.army.mil .

II. **Major Responsibilities.**

A. Signs South Dakota National Guard Family Program Volunteer Agreement (SDNG Form 600-12-1R). Original is filed at the State Family Program office and a copy at the unit.

B. Prepares the unit telephone tree from the service member family information forms (SDNG 600-12-11R) completed by the service members.

C. Files completed phone tree in the unit commander's Family Readiness binder and sends a copy to the State Family Readiness Office.

D. Ensures each service member has one contact on the phone tree. Phone Tree is limited to one contact per service member in order to keep the phone tree manageable and to help ensure a timely dissemination of information.

E. Recruits Phone Tree callers. Provides callers with a phone tree handbook. Each caller is ideally assigned 6 to 8 families to call by geographic location to help minimize the cost of calling.

F. Ensures phone tree callers have calling cards provided by the State Family Readiness Office.

G. Coordinates with unit and phone tree callers to add new families to the Phone Tree, remove those who leave the unit, and to update any changes found when making calls.

H. Coordinates testing of the FRG phone tree at least biannually, more often during deployments.

I. Helps create the calling script (State Family Readiness Office can assist) used by the phone tree callers to ensure accurate information is passed to families.

J. Fields calls from phone tree callers with questions or reports of families with concerns or needing assistance.

PHONE TREE CHAIR PERSON JOB DESCRIPTION Continued:

K. Keeps a log of calls received and calls made and their results.

L. Reports any problems, concerns or questions reported from phone tree callers from family members to the State Family Readiness Office, 1-800-658-3930.

M. Ensures necessary follow up is completed for those families requesting information or requiring assistance.

N. Maintains confidentiality, discourages gossip, and dispels rumors.

III. Time Required.

Depending on how large the unit is the maintenance of the phone tree may take two to four hours per month during deployment and perhaps thirty minutes to one hour monthly during non deployment.

IV. Chain of Command/Concern. Commander, Rear Detachment and State Family Readiness Office

V. Qualification Sought.

- A. Good telephone / communication skills.
- B. Concern and empathy for others; calm under stress
- C. Positive attitude
- D. Maintains confidentiality and privacy
- E. Knowledge of the Family Readiness Program and the unit structure
- F. Believe in and supports the Family Readiness Program

VI. Recommended Training.

- A. Past experience
- B. Read Phone Tree Handbook
- C. Crisis Intervention Class

What Do You Need to Get Started As a Phone Tree Caller?

Here is a list:

- a list of assigned families and phone numbers for your branch of the phone tree,
- a calling card,
- an ample supply of message log forms and pen/pencil,
- a copy of the calling script (if using),
- resource numbers and information, State Family Assistance Center, 1-800-658-3930

Tips for Handling Calls Effectively

While listening, ask yourself these questions:

- What is the caller really saying? Keep in mind that the call is important to the caller.
- What basic needs does the caller have?
- What expectations does the caller have? Are they realistic?
- Who can help? As much as possible, refer the caller to resources that can be used by the caller to solve the problem.

CRISIS INTERVENTION

The goal of crisis intervention is to allow those involved to resolve the situation themselves giving them back some control because in a crisis we feel as if we have no control. If possible, you want to empower them to resolve their situation and give them the tools and resources to do so.

Some basic rules for crisis intervention follow:

1. LISTEN – let the people involved speak. Try to truly listen to them. Be sure you hear how they see the problem and what they expect from you. Verbalize what you hear and see happening descriptively not critically.

- a. You can help people by listening, offering suggestions only when the individual cannot think of alternatives.
- b. Do not give advice or assume responsibility for the person's problems or life.
- c. Let the person take the lead. Often, the individual needs and wants to talk the problem out.
- d. Work toward clarification of the situation.

2. VALIDATE – You may not think it is an emergency, but to them it is. We all want our feelings validated. "Yes, that does seem to be a problem." Avoid being negative, "Why didn't you call two days ago?" People need reassurance, not scolding.

- a. Be empathetic and help them identify their feelings. Are they depressed, frustrated, angry? Encourage the person to talk on a feeling level?
- b. Try not to become absorbed with past reasons for present problems. Focus on what is happening now and what can be done to change it.

3. HONESTY – be honest. Do not promise anything you can not produce.

4. RESPECT – be respectful of others. Treat them, as you would want to be treated.

- a. Many times you may be the first person they talk to, so they may be upset. Everyone handles stress differently, some people get angry, some cry, etc. **Don't take it personally.**
- b. Sometimes just verbalizing the problem is enough.
- c. Or you just asking the right questions, for example, "Do you have anyone who lives nearby that could change that tire?" "Could you call them?"

5. REFER - You are not a social worker. Know when to refer them to another agency and where to refer them. Don't confuse them with multiple referrals. Ensure they know who will do what.

- a. Do not call others to help them without their permission.

6. FOLLOW-UP – Always, always follow-up. Check on the person and see if they have been able to resolve their problem or if they need further assistance.

7. CONFIDENTIALITY – Protect and honor people's privacy.



APPENDIX



1-800-658-3930

SOUTH DAKOTA NATIONAL GUARD FAMILY PROGRAM VOLUNTEER AGREEMENT

The intent of this agreement is to assure you of our deep appreciation of your services and to indicate our commitment to do our very best to make your volunteer experience productive and rewarding.

I. NATIONAL GUARD

We, The South Dakota National Guard, agree to accept the services of _____, and commit to the following: (Volunteer name)

1. To provide adequate information, training, and assistance to enable you as a volunteer, to meet the position responsibilities.
2. To respect your skills, dignity, and needs and do our best to adjust to these individual requirements.
3. To be receptive to any comments you may have regarding ways we can mutually accomplish Family Program tasks.
4. To treat you, the volunteer, as an equal partner responsible for completion of the mission.

II. VOLUNTEER

I, _____, agree to serve as a volunteer and understand that I am not, solely because of these services, an employee of the United States Government, State of South Dakota Government, or any instrument thereof, except for certain purposes relating to tort claims and workman's compensation coverage with regard to incidents occurring during the performance of approved volunteer services. I agree that I expect no present or future salary, wages or benefits as payment for these volunteer services. I also commit to the following:

1. To perform my volunteer duties to the best of my ability in a professional manner.
2. To adhere to National Guard rules and procedures, including record keeping requirements and confidentiality of National Guard and service member/family information.
3. To meet time and duty commitments, or to provide adequate notice so alternate arrangements can be made.
4. To seek further training to improve my skills and knowledge.

(Please complete reverse side of form)

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III. **AGREED TO** This agreement may be canceled at any time upon verbal or written notification to your commander and the State Family Program Coordinator.

Volunteer

State Family Program Director

Date

Date

The following information is needed for requesting orders and for mailing or requesting information.

I am volunteering or affiliated with what unit.

Social Security Number

Street or PO Box

City ST ZIP

Phone Number

email address

SERVICE MEMBER FAMILY READINESS INFORMATION

ALL INFORMATION GIVEN ON THIS SHEET IS CONFIDENTIAL AND WILL NOT BE RELEASED TO OTHERS WITHOUT PERMISSION OF THE INDIVIDUALS CONCERNED. PLEASE COMPLETE FORM COMPLETELY IN PENCIL AND PRINT CLEARLY.

_____ Date Prepared

_____ Date Reviewed

***DO NOT USE COLLEGE ADDRESS UNLESS IT IS A PERMANENT ADDRESS**

SOLDIER INFORMATION

SOLDIER'S RANK/NAME: _____
(RANK) (LAST NAME, FIRST, MI)

MAILING ADDRESS: _____
(PO BOX **OR** STREET) (CITY, STATE, ZIP CODE)

MILITARY UNIT: _____
(UNIT DESIGNATION) (CITY, STATE, ZIP CODE)

SPOUSE / FAMILY MEMBER / FRIEND INFORMATION

NAME _____ RELATIONSHIP _____

WHERE CAN THIS PERSON BE REACHED WHILE THE SOLDIER IS AT TRAINING/DEPLOYED?

MAILING ADDRESS: (PO BOX **OR** STREET) (CITY, STATE, ZIP CODE)

AREA CODE + PHONE NUMBER WHERE THIS PERSON CAN BE REACHED DURING TRAINING/DEPLOYMENT.

_____ / _____
(HOME) (WORK)

WHAT IS THE BEST TIME OF DAY/EVENING TO CALL THIS PERSON? _____

Their Email Address: _____

ALTERNATE INFORMATION (IF ABOVE NAMED INDIVIDUAL CAN'T BE REACHED

NAME _____ RELATIONSHIP _____

AREA CODE + PHONE NUMBER WHERE THIS PERSON CAN BE REACHED DURING TRAINING/DEPLOYMENT.

_____ / _____
(HOME) (WORK)

DO YOU HAVE ANY FAMILY MEMBERS ILL, UNDERGOING SURGERY, OR PREGNANT? IF SO, PLEASE GIVE NAME AND RELATIONSHIP AND NATURE OF CONDITION. IF PREGNANT INCLUDE DUE DATE.

CHILDREN'S INFORMATION

NAME OF CHILD(REN)

Gender

DATE(S) OF BIRTH / AGES

FRG Phone Tree Worksheet

Include alternate phone numbers (home, work, cell)

Group

Primary Caller

Name: _____

Ph#s: _____

Ph#s: _____

Alternate Caller

Name: _____

Ph#s: _____

Ph#s: _____

Group

Primary Caller

Name: _____

Ph#s: _____

Ph#s: _____

Alternate Caller

Name: _____

Ph#s: _____

Ph#s: _____

Contacts

1. Name: _____

Ph#s: _____

Ph#s: _____

2. Name: _____

Ph#s: _____

Ph#s: _____

3. Name: _____

Ph#s: _____

Ph#s: _____

4. Name: _____

Ph#s: _____

Ph#s: _____

5. Name: _____

Ph#s: _____

Ph#s: _____

6. Name: _____

Ph#s: _____

Ph#s: _____

7. Name: _____

Ph#s: _____

Ph#s: _____

1. Name: _____

Ph#s: _____

Ph#s: _____

2. Name: _____

Ph#s: _____

Ph#s: _____

3. Name: _____

Ph#s: _____

Ph#s: _____

4. Name: _____

Ph#s: _____

Ph#s: _____

5. Name: _____

Ph#s: _____

Ph#s: _____

6. Name: _____

Ph#s: _____

Ph#s: _____

7. Name: _____

Ph#s: _____

Ph#s: _____

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Example of Telephone Tree Spreadsheet

_____ Family Readiness Group

AS OF DATE:

[illegible]

Personal Phone Tree Worksheet
Include alternate phone numbers (home, work, cell)

Personal Contacts

1. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

2. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

3. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

4. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

5. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

6. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

7. Name: _____

Ph#s: _____

Ph#s: _____

Email: _____

Volunteer Services Confidentiality Statement Phone Tree Callers

I, the undersigned, do hereby acknowledge that in my volunteer role as a phone tree caller for the National Guard, I may have access to confidential and private information from the National Guard unit and families.

I agree that I shall not disclose any such confidential or private information maintained by the National Guard or obtained by me to any unauthorized person, and I will honor confidentiality and privacy of families.

I acknowledge and agree that disclosure by me of confidential or private information obtained by me in the course of my volunteer status could be cause for termination from my volunteer position.

Date

Volunteer Signature

Date

Lead Volunteer Signature

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Phone Tree Caller Name:

Phone Log

Phone Tree Group #: _____

[illegible]

Examples of Calling Scripts

“Hello, this is state your name, with the state your unit designation Family Readiness Group. We are calling to ensure you have the emergency contact information for Annual Training should you need to contact your service member in the event of an emergency or important issue which needs addressed immediately. The number is 1-800-658-3930. This number rings into the State Family Readiness Office and will be manned 24/7. If you get an answering machine, please leave a message as it means they are on another line and will get back to you. Once they have received your information, the message will be forwarded to the field and processed as quickly as possible.

We are also calling to test our unit’s Family Readiness Group Phone Tree to ensure we have each family’s proper contact information and that our phone tree structure will function properly. Do you have any questions?

Hello, this is _____ with the _____
(state your name) (state your unit designation)

Family Readiness Group. Today we are calling to introduce ourselves and to test the FRG telephone tree to ensure it works and your contact information is correct.

I have volunteered to be a caller for our phone tree and assigned to the portion of the tree your family is on. I will normally be the person contacting you when our phone tree is activated.

We also want to ensure you have the Family Assistance Center Phone Number should you have an emergency or questions or concerns. It is 1-800-658-3930.

Do you have any questions?

Phone Tree Caller Problem Resolution Form (Optional)

Name of person called:

Date of Contact : _____ **Time** _____ **Contact Phone** (Hm) _____ (Wk) _____

Sponsor Information – Name / Rank:

Nature of Emergency (include who, what, when, where, etc.):

What help do you need?

Referred To:

Follow-up required?

Phone Tree Caller Signature:

Date: